



YOUR VIEWS, YOUR NSS.

Complete the National Student Survey and feed back on your experience.
thestudentsurvey.com



Email
Unauthorised
Click here to grant access to your mailbox

Blackboard

Library OneSearch

Timetable

STUDENT ENQUIRY POINT

YOU REPORT, WE SUPPORT

News & Events

New IT Service Desk launching
New IT Service Desk launching

Sunflower lanyards
Have you heard of "Sunflower Extra," the new digital version of the traditional sunflower card?

Opportunity to contribute to the university's strategy; Towards 2030

OneDrive

Systems

Student Services

Academic Registry

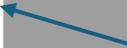
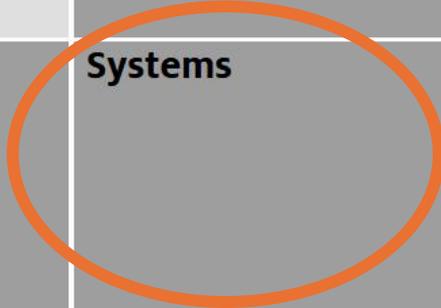
Mental Health Support

Search

Key Contacts

IT Services

Select 'Systems'





DASHBOARDS

 Student

 Campus

 Systems

APPS

 Email

 Module Evaluation

Accommodation Portal

APTEM for UoC Apprentices

Blackboard

Book a Student Support Appointment

Book Library Study Rooms

Car Share

Email Unauthorised
Click here to grant

Estates Help Desk

Finance
£0.00
Fees & Charges

ICON: My Student Details

InPlace - Placements

IT Service Desk

Library OneSearch

Module Evaluation
0
Pending Surveys

My Career Enriched

OneDrive

Online Store

PARE – Health students only

PebblePad

Print Top-Up

Reading Lists: OneList

Refworks

Timetable 24/25

Togetherall

[<< Back](#)

Select 'Estates Help Desk'

University of Cumbria Help Desk (Via Link)



Click 'Continue'

Help Desk Hours

Monday - Thursday 08:00 to 17:30

Friday 08:00 to 17:00

Weekend 08:00 to 17:00

For out of office **priority** incidents - i.e. those that are likely to endanger life, cause serious disruption to buildings or damage to property or represent a serious health concern that cannot wait until the next working morning, please contact Security on the following numbers:

Lancaster Security - 07809 190566

Ambleside Security - 07809 190531

Brampton Road Security - 07809 190542

Fusehill Street Security - 07809 190530



Add Help Desk Issue

Access Cards - Keys 	Air Con 	CCTV 	Courier Service 	Domestic Services 	Doors 	Drainage
Electrical 	Fire Remedials 	Fire Safety 	Gates/Barriers 	General External Repair 	General Internal Repair 	Generator
Grounds 	Heating/Hot Water 	Intercom 	Lift 	Pest Control 	Plumbing 	Porterage Services
Roof Repair 	Room Setup 	Skip/Waste 	Tea Boilers/Water Coolers 	Vehicle Parking Issues 	Vending Machine Issues 	Windows

Select an area that you would like to report

Select the Nature of the Request

Heating/Hot Water

CONTINUE



Exit

Enter text to search...

Select	Nature
<input type="radio"/>	Fluctuations in Temperature
<input type="radio"/>	Leaks and Drips
<input type="radio"/>	No Heat / Insufficient Heating
<input type="radio"/>	No Hot Water
<input type="radio"/>	Noise Issue
<input type="radio"/>	Other Issue
<input type="radio"/>	Radiators Not Heating Up
<input type="radio"/>	Smell of Natural Gas
<input type="radio"/>	Water Temperature too Hot or Cold

Select from one of the options on the left, then click 'Continue'

MyContact Details

Name*

eMail Address*

Mobile Phone Number*

Fault Description

Please ensure the fault description is clear, specific and attach photos wherever possible

Photo / Document (.jpg .doc .docx .pdf <5mb)

Choose File No file chosen

Building

Area, Location or Room

Department

All



Fill in the details as much as possible, make sure you specify the 'Building', 'Area, Location or Room' and select 'Estate Services' in 'Department'



Click 'Save' to submit the request

Help Desk - Request

Plumbing [Damaged Fixture or Fittings]



MyContact Details

Name*

eMail Address*

Mobile Phone Number*

Fault Description

Please ensure the fault description is clear, specific and attach photos wherever possible

Photo / Document (.jpg .doc .docx .pdf <5mb)

Choose File No file chosen

Building